



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

OFFICE TECHNICIAN (TYPING)

\$2,598 – \$3,157

CONSUMER EDUCATION AND OUTREACH BUREAU
LOS ANGELES

RESPONSIBILITIES: Under general direction of the Bureau Chief and/or Supervising Insurance Compliance Officer, the Office Technician performs a variety of sensitive and the most complex secretarial and technical support duties including but not limited to: maintains, inputs and updates data, prints and purges Bureau specific reports utilizing the Oracle, Excel, and/or Access databases; initiates a variety of Bureau specific reports such management reports, special reports and projects; creates databases and reports for consumer outreach issues for management; types memorandums, correspondence and reports into a computer utilizing a variety of software programs such as Microsoft Word, Access, and Excel; transcribes messages from the Voice Mail that are related to consumer education and outreach requests and inquiries, and prepares and sends various types of correspondences to support the consumer education and outreach staff; reviews and processes mail received in the Bureau and disseminates mail to the appropriate unit/bureau staff for handling and/or for directions in creating responses; responsible for the inventory and organization of the working and reserve supply of the Departments outreach materials; responds to and assists the public, consumers, departmental staff, and other entities in a support capacity when staff is not available; and performs other related duties.

DESIRABLE QUALIFICATIONS:

- Experience with Microsoft Office software (i.e., Word, Excel, Access)
- Excellent interpersonal skills and ability to work cooperatively with staff and the public
- Ability to display patience and tact when answering questions
- Ability to communicate effectively with staff and the public, both orally and in writing
- Accurately perform highly detailed work independently
- Ability to follow oral and written directions
- Ability to handle multiple projects/assignments efficiently and in a timely manner
- Ability to lift 25 to 50 pounds

WHO MAY APPLY: Applications will be accepted from current State employees at the Office Technician (Typing) level, those within transfer range, or those with list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. *All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, list eligibility, or Training and Development Assignment) on the state application.*

APPLICATION PROCEDURE: Send a completed standard State of California application to Stephanie Brewer, Department of Insurance-Human Resources, 300 Capitol Mall, Ste. 1300, Sacramento, CA 95814. **PLEASE INDICATE “OFFICE TECHNICIAN (T) #413-375-1139-xxx” ON THE STATE APPLICATION.** APPLICATIONS RECEIVED WITHOUT THE ABOVE INFORMATION MAY NOT BE CONSIDERED FOR REVIEW. For additional information, please call (916) 492-3411.

FINAL FILING DATE: October 2, 2006 or until filled

NOTE: Interested individuals must submit an application in order to be considered for this position.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

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